

# Working group Accessibility

## Theme

- **Benchmarking the special needs of different user groups in public transport**

## Topics

- **Measuring the accessibility gap between the access opportunities of normal users and users with special needs**
- **Exchange of good practices in the field of improving accessibility for people with reduced mobility**



# Participants

## Participants:

- Tom de Vil, Antwerp
- Maria Margalha, Beja
- Sabine d'Avril, Ile de France
- Mohammed Haider, Nottingham
- Laurent Cattelain, Walloon Region

## Expert:

- Rudolf Barth

## Observer:

- Jose Riesgo, DG TREN

## Project management office:

- Kai Dahme



# Site visits

## ● Paris (7-8 June 01)

- ✍ Experimental access ramp for wheelchairs at the SNCF suburban service
- ✍ Low floor buses and adjustment of bus stops at the RATP
- ✍ Tilted lift at the RER station Charles de Gaulle-Étoile

## ● Zurich (3-4 September 01)

- ✍ Presentation and discussion of the COST 335 study on accessibility of heavy rail systems
- ✍ Guiding system for visually impaired at the Zurich main station
- ✍ Accessibility solutions for normal users and tourists

## ● Helsingborg (15 November 01)

- ✍ The Dalhem-Stattena project
- ✍ Detail solutions for visually and walking impaired

## ● Gothenburg (16 November 01)

- ✍ The flexbus system
- ✍ Accessibility measures in the bus terminal
- ✍ Detail solutions for visually and walking impaired



# Theoretical work

- The Accessibility Gap

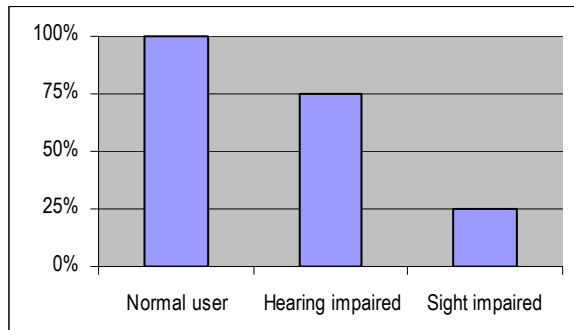
- ✍ Comparison of access opportunities for users with special needs and normal users

- Example

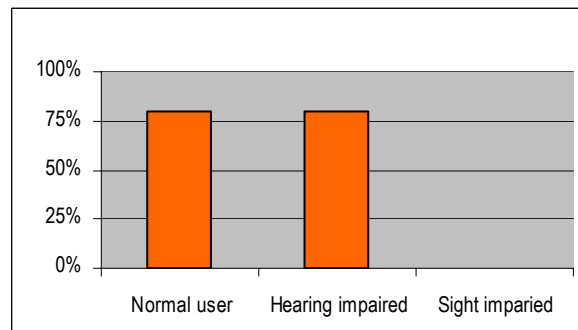
- ✍ Announcement of the next Station in vehicle (75% optical, 25% acoustical)

- ✍ Indication of direction and time of departure at stations (80% optical)

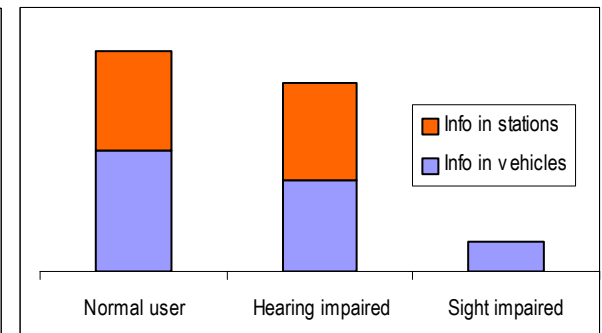
accessibility gap in vehicle



accessibility gap at stations



accessibility gap overall



- focus of work

- ✍ the normal user

- ✍ the elderly

- ✍ people with luggage

- ✍ people in wheelchairs

- ✍ blind / visually impaired

- ✍ deaf / hearing impaired

- ✍ mentally impaired

# Paris (2001-06-07)

- Experimental access ramp for wheelchairs at the SNCF suburban service



# Paris (2001-06-08)

- Low floor buses and adjustment of bus stops at the RATP



# Zurich (2001-09-03/04)

- Presentation and discussion of the COST 335 study on accessibility of heavy rail systems
- Guiding system for visually impaired at the Zurich main station
- Accessibility solutions for normal users and tourists



# Sweden (2001-11-15/16)

## Detail solutions for visually and walking impaired

Helsingborg:  
The Dalhem-Stattena project



Gothenburg:  
The Central Bus Terminal



# Sweden (2001-11-15/16)

## Cheap solutions

Lane for pushing trolleys or bicycles

## Information on Street layout



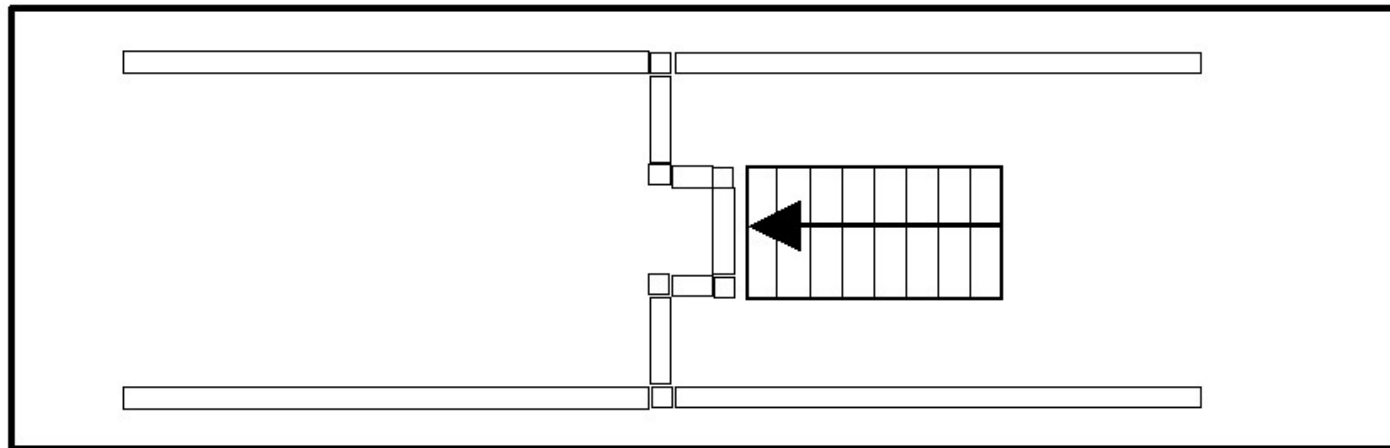
# Results

- awareness rising
  - ✍ among participants
- accessibility policies
  - ✍ impact of social and legislative environment
  - ✍ integration preferred
- special services for the mobility impaired
  - ✍ often implementation caused by financial issues
  - ✍ separates users with special needs from normal users
  - ✍ must be judged in the whole context
  - ✍ impact on attractiveness of public transport in competition with individual transport
- personal benefits
  - ✍ additional experience
  - ✍ conclusions for future work



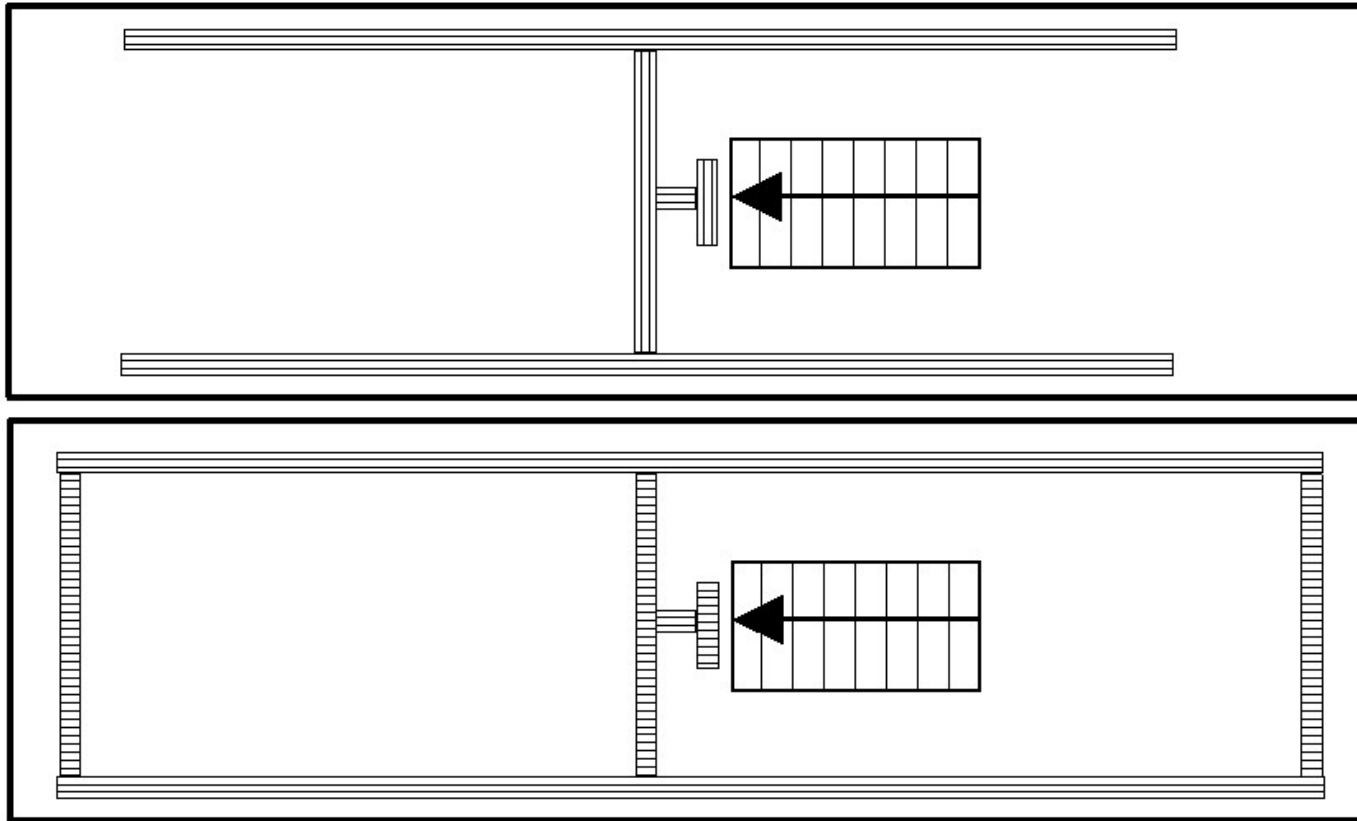
# Example: Guidelines for the Blind

- rising awareness
- Problems detected
  - ✍ Garbage bins as one example
  - ✍ Layout of Guidelines according to COST 335



# Example: Guidelines for the Blind

- layout alternatives cause problems
- actions taken



# Possible Future of CitNet

- recommendations for the next project phase
  - ✍ continue the work started with COST 335
  - ✍ refine COST 335
- possible structure the next project phase
  - ✍ try to set up more homogenous groups
  - ✍ have permanent groups and invited guests
  - ✍ integrate users of public transport into the work
  - ✍ build up a knowledge base
- future benefits
  - ✍ easy access to good examples
  - ✍ sharing knowledge
  - ✍ promote efficient solutions

